

2020



CITY OF
**West
Linn**

DEPARTMENT
ANNUAL REPORTS

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2020 Administration Department Annual Report

2020 Accomplishments

General Administration

- Management of response to COVID-19 pandemic
 - Constant assessment of changing public health guidelines and application to varied City departments, programs, buildings and services.
 - Coordination with public health, OSHA, Clackamas County, TVFR, WLWV-School District, and other regional cities. Activation of our Emergency Operation Center.
 - Three rounds of Emergency Business Assistance Grant programs. Coordination with Historic Main Street, West Linn Chamber, and County Business Resource centers to support local businesses.
 - Reached out to vulnerable populations directly and by alternate means such as mailings/news media.
 - Emergency declarations, expense tracking, and other items to ensure eligibility for federal assistance.
 - Community outreach of public health guidance and accessing City services through social media, newsletter, flyers, and dedicated COVID-19 website.
- Wildfire emergency response
 - Coordination with Clackamas County Emergency Management, TVFR, and surrounding cities.
 - Emergency declaration and burn restrictions. Management of city service closures/changes and support to staff directly affected by wildfire.
 - Community outreach to prepare and inform the public on measures to take (air quality, preparation to leave, etc.) and rapidly changing status.
- Historic ice storm emergency response (2021).
 - Coordination with Clackamas County Emergency Management, PGE, and surrounding cities.
 - Emergency declaration and response activities. Management of City service changes (closure of parks, etc.).
 - Community outreach on evolving power outage, water restrictions (due to fire at South Fork Water Board), and cleanup process. Provided storm informational resources and center. Respond to significant citizen call and webform volume, that remains high one month after the event.
- Emergency preparedness and regional coordination improvements due to recent wildfire, pandemic, and ice storm emergencies. Revitalized emergency management efforts, including National Incident Management (NIMS) training.
- Completion or major progress towards 2020 City Council goals.

- Took a number of actions towards police reform, including legislative lobbying, Police Oversight Task Force formation/support, investigations and working towards policy changes.
- Diversity, equity and inclusion improvements. Performing DEI audit. Other items such as changes to gender pronoun policy and use in emails, website on how to remove illegal racist covenants from deeds/CCRs, audit of city codes and use of gender neutral language throughout our codes.
- Local, state, and federal legislative tracking and lobbying for projects of importance to the West Linn community (Highway 43 improvements, I-205 construction project/tolling, police reform laws, Willamette Falls locks legislation, Metro T2020 Bond, HB2001/2003, etc.)
- Addressed Stafford IGA legal challenges and met with surrounding cities on IGA status.
- Continued lobbying of USPS and federal officials to maintain West Linn’s Post Office, in addition to regular cooperative meetings with real estate and USPS staff to find a suitable permanent facility.
- Coordination and support for 67 Council meetings (up from 48 in 2019), in addition to other special meetings such as the Budget Committee, Town Halls, State of the City, Citizen Advisory Group training, etc.

Communications

- Extensive emergency communications for pandemic, wildfires, and ice storm. Part of Emergency Operations Center; regular coordination with local public health, Clackamas County, and other public agencies.
- Willamette Falls Drive Construction major communications and project support activities, including Open Houses, new app and project webpage, shop local campaign, coordination with neighbors and the business community.
- Ramped up community outreach events, especially food drives and support of area non-profits to directly assist those dealing with especially hard times this year.
- Continued adjustments to updated City website with improved citizen functionality, spam/virus protection, ADA enhancements, extensive cleanup of outdated material, improved search, and ease of use.
- Weekly e-newsletter distributed to approximately 5,700 subscribers, average weekly open rate of 30%.
- Increased livestreaming and electronic promotion of public meetings and virtual events to drive increased community engagement despite pandemic challenges.
- Increased citizen engagement through social media:
 - Facebook: 4,964 followers; 702 new followers; 4,748 page likes; 619 new page likes
 - Twitter: 4,440 followers; 379 new followers; 94,700 Tweet impressions, February 2021.

Public Records

- Improved access to public records and reduced public records fees.
 - Average three day turnaround on public records requests.
 - Responded to ever-increasing in complexity and volume formal records requests: 2016 – 168, 2017 – 237, 2018—245, 2019—261, 2020 -- 336
- Increased records in ERMS from 61,533 in 2017, to 78,370 in 2018, to 84, 714 in 2019, to 87,978 in 2020.
- Increased records in Webdrawer from 9,006 in 2017, to 9,423 in 2018, to 11,062 in 2019, to 11,311 in 2020 to support goals for public access and transparency.

2021 Planned Projects

- Implement 2021 City Council goals.
- Make improvements in police oversight and diversity, equity, and inclusion practices.
- Balance a challenging budget. Consider additional revenue sources and finding places to save money or limit services.
- Implement a third round of business grants for West Linn businesses struggling with the pandemic.
- Robust community engagement and progress towards a Waterfront Master Plan.
- New citizen service software
- Coordination, engagement and communication on 2018 GO Bond projects.
- Support Highway 43 and I-205 design process, citizen engagement and public outreach.
- Monitor and engage in Metro and State legislative sessions to advocate for West Linn’s interests. Support intergovernmental coordination for Willamette Falls Locks Commission, County issues, and Highway 43 (Phase II) funding pursuits.

Challenges facing our Department’s operations, needs for citizen service and professional obligations in the coming year

- Ongoing pandemic and recent emergencies affecting West Linn.
- Limited budget and staffing resources. Navigating policy development and coordination between the various citizen advisory groups to produce recommendations for approval by City Council.
- Managing the logistics (meetings, reports, minutes, coordination, public records, etc.) and requests of a large number of citizen advisory groups and neighborhood associations.

2020 Community Development Department Annual Report

Building

2020 Accomplishments

- Two newest inspectors moved to full time.
- Both inspectors completed Certifications for Commercial Structural Inspection, Commercial Plan Review, and Fire Life Safety Plan Review.
- Continuing to embrace records management through TRIM program. All Completed Inspection records are added directly into TRIM by inspectors following the final inspection.
- Currently 100% paperless with the permit and inspection process.
- Successfully transitioned to remote work during pandemic. Continued to provide inspections in a timely manner while executing with the safety of West Linn residents and city staff being protected. (re-word please) Performed all regular plan review duties without additional delays being added because of the Pandemic.

Plan Review and Inspection Overview

- Issued 1,155 New Permits
- Performed over 2,640 inspections
- Issued 857 Mechanical and Plumbing permits
- Issued permits for 21 new homes.
- Issued 73 Commercial permits
- Collected over \$1,772,900.00 in Fees
- Major Projects completed or on-going: Icon Building, Parkrose Hardware, School Improvements at Cedaroak and Salamo, Tanner Ridge Subdivision, Knollcrest Subdivision, new commercial building at the old Shari's location.

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- Continue to increase customer service and interdepartmental coordination
- Work on plan to biannually evaluate permit fees to ensure sustainable operations
- Continue to monitor and improve front counter service including coordination with planning, engineering and parks departments need, and ensure sustainable funding for administrative services provided
- Consideration of addition of Electrical Program

Planning

2020 Accomplishments

- Supported five Citizen Advisory Groups, which together held 48 meetings (41 of the meetings were virtual) Work included preparing agendas, materials, public notice, website posting, Webex set-up and staffing, minutes, and archiving.
 - Planning Commission -17 meetings, 89 staff hours
 - 10 virtual public hearings, 2.5 hours average meeting length
 - 7 work sessions (5 virtual), 2.0 hours average meeting length
 - 2 joint virtual work sessions with the City Council
 - Historic Review Board – 7 meetings, 26 staff hours
 - 2 virtual public hearings, 1 hour average meeting length
 - 5 virtual work sessions, 2 hours average meeting length
 - Committee for Citizen Involvement - 8 meetings (7 virtual), 24 staff hours, 1.5 hours average meeting length
 - Economic Development Committee - 6 meetings (all virtual), 15 staff hours, 1.5 hours average meeting length
 - Sustainability Advisory Board - 8 meetings (6 virtual), 14 staff hours, 1.5 hours average meeting length
 - 26 hours of attorney support for PC and HRB public hearings
- In 2020, Planning Staff handled:
 - 31 land use actions and 1 CDC Amendment Package
 - 9 Planning Commission Decisions
 - 1 HRB Decision
 - 17 Planning Manager Decisions
 - 5 City Council Decisions
 - 18 pre-application conferences
 - 119 Planning review of Residential Building Permits and 10 Commercial Building Permits
 - 14 Sign permits
 - 222 Business license reviews
 - 15 Code enforcement research requests
 - 4 land use compatibility statements
- Significant land use reviews included:
 - 2-year extension of Upper Midhill subdivision approval
 - 3 appeals heard by the City Council
 - 3 Class II Design Reviews (1575 Burns St., Post Office Property, High School Stadium expansion)
 - 1 Subdivision
 - 2 Variances
 - 1 Comprehensive Plan/Zoning Map amendment
- Planning Docket Projects/Long Range Projects completed:

- Zoning Study on Residential Developable Lands Phase 1
- Adoption of 28-foot pavement width standard for new subdivision proposals
- Planning Docket Projects in process
 - HB2001/2003 Implementation Phase 1
 - Applied for and received 2 grants from DLCD for consultant help
 - Created project website for community to get information
 - Promoted online survey for HB2003
 - Project advisory committee appointed by Council
 - First meeting held on December 8th
 - Waterfront Project
 - Property owner meeting held in January
 - Willamette Falls Drive realignment meetings with impacted property owner
 - Tax Increment Financing presentation in City Council
 - Historic Review Code Update
 - Held 4 work sessions with Historic Review Board
 - Developed proposed code amendments for review/adoption
 - Hwy 43 Zoning Study
 - Applied for state funded TGM grant (was not awarded)
 - Developed draft scope of work

2021 Planned Projects

- HB2001/2003 Implementation Phase 1 completion
- HB2001/2003 Implementation Phase 2
- Waterfront Vision Plan completion and community engagement
- Historic City Hall application for National Register Listing
- Accessory Dwelling Unit/CDC Chapter 96 policy review and code amendments
- Hwy 43 Zoning Study scope of work and consultant RFP
- Willamette Falls Drive Concept Plan legislative adoption process
- Annexation of ODOT property near Marylhurst Park
- Historic Review Code Update completion and legislative adoption process
- CDC Clear and Objective Standards review and legislative adoption process

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- Staffing levels and need to hire additional planners
- Dedicated resources to complete Planning Docket projects. An option to consider is align the Docket priorities with Council Goals during adoption of the two-year budget. Essentially creating a two-year planning work program with dedicated resources and target completion dates

- Engaging the community through virtual meetings
- Finding time to update Planning information and webpages
- Reducing staff time dedicated to producing and mailing advisory committee meeting packets (goal to move towards paperless communications)
- Assignment of specific tasks/projects for CAG discussion/proposals

Economic Development

2020 Accomplishments

- Economic Development Committee (Chris Myers, staff liaison)
 - The EDC held 6 meetings in 2020, with many meetings cancelled due to the COVID-19 pandemic.
 - Meeting topics included on commercial zoning issues, pandemic-related business grants, Willamette Falls Drive construction-related issues, the former Albertson's (now Parkrose Hardware) building, the Sidewalk Café permit program, a potential food truck program, and other topics.
- Staff activities (John Williams)
 - Supported two rounds of Emergency Small Business Assistance Grants (work conducted with Finance and Administration Departments).
 - Supported work with Willamette Falls Heritage Area Coalition to jointly conduct due diligence activities and raise grant funds for Cultural Center at the Historic City Hall building.
 - Supported Willamette Falls Locks Commission work as member of project technical team.
 - Worked to identify tenants/redevelopment options at former Albertson's building.
 - Supported efforts to maintain US Post Office facility in West Linn.
 - Responded to numerous inquiries from prospective business owners needing assistance with site selection or business development resources.
 - West Linn Waterfront Project.

2021 Planned Projects

- Support 3rd Round of pandemic-related Emergency Small Business Assistance Grants.
- Strengthen partnerships with West Linn Chamber of Commerce and Historic Willamette Main Street with primary goal of supporting business community recovery following pandemic.
- Continue work to identify US Post Office site.
- Continue supporting Willamette Falls Locks Commission; main hoped-for milestone is passage of state legislation authorizing Locks Authority.
- Identify funding for Highway 43 Zoning Project.

- Support EDC project prioritization and seek Council authorization/resource identification.

Challenges facing Economic Development operations, needs for citizen service and professional obligations in the coming year

- Main challenge is of course COVID-19 recovery for business community.
- Continue strengthening communication between City Council and EDC with periodic joint meetings and/or liaison activities.
- Continued work needed to identify priority EDC action plan elements and identification of city role in priority areas.
- Very little commercial land/buildings available in West Linn; creates challenges in supporting new business/business relocation activities (most prominently, West Linn Post Office).
- City Economic Development function is much less than 1 FTE (it is just one part of the job responsibilities of the Deputy City Manager and of one Associate Planner). Limited M&S resources as well.



2020 Finance and Court Departments Annual Report

2020 Accomplishments

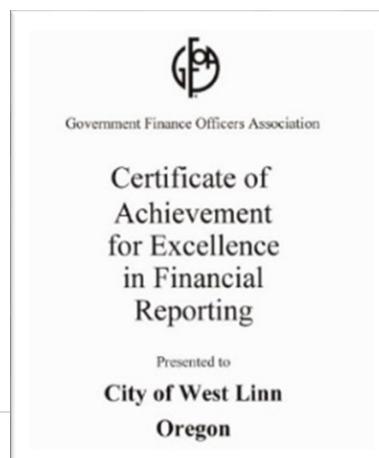
- Received “clean” audit opinion for June 30, 2020 audit
- Completed the first year of Biennium 2021
- Received national GFOA awards for the audit and budget
- Received approximately \$435k in CARES act funding reimbursements
- Awarded Emergency Business Assistance Grants to 20 businesses totaling \$62k

2021 Planned Projects

- Prepare Comprehensive Annual Financial Report for FY 2021 and work with independent auditors to complete the Audit
- Present a balanced BN 2023 (FY 2022 & FY 2023) budget
- Audit RFP
- Continue to request and file CARES act reimbursements
- Ongoing tracking and reporting on 2018 GO Debt
- Implement transient lodging tax ordinance updates and begin collections
- Provide Business Assistance where we are able

Challenges facing our Department’s operations, needs for citizen service and professional obligations in the coming year

- Tracking bond projects and compliance with bond requirements
- Finding ways to balance the budget for the next biennium BN 2023 (FY 2022 and FY 2023)
- Continuing to assist businesses and support City during pandemic



2020 Human Resources Department Annual Report

Human Resources is responsible for a full range of internal services to the City of West Linn's employees. Notably some of our accomplishments in 2020:



2020 Accomplishments

- In efforts to address the health and safety of our employees amid a global pandemic, while balancing the public services the City provides, HR has developed policies, reviewed laws, OSHA requirements and training, and advised management and staff on state/federal guidelines.
- Completed transition of city's deferred compensation plans into one plan, lowering fees to the participants.
- Successfully completed in-house recruitment process for a new City Manager.
- Negotiated a one-year collective bargaining agreement extension with the Clackamas County Peace Officer Association (CCPOA, our police union).
- Assisted the City in aligning COLA timing for management and confidential employees to the same timing as unions, and increased accrual rates and deferred compensation to incentivize promotions from within.

2021 Planned Projects

- Assist in the City's Diversity Equity and Inclusion Audit.
- Negotiate a successor collective bargaining agreement with the Clackamas County Peace Officer Association (CCPOA, our police union).
- Assist in the recruitment of a new Police Chief.
- Partner with the City Manager in providing renewed training objectives for City employees.
- Support development of a "return to work" plan for when the State moves through the COVID-19 Phases.



2020 Information Technology Department Annual Report

2020 Accomplishments

- Deployed Video Projection System to the Adult Center Dining Room
- Design and Implementation of a Virtual Public Meeting Infrastructure with Citizen Live Participation
- Deployed complete staff telework infrastructure to all city departments supporting an effective pandemic response and uninterrupted delivery of city services to citizens
- Hardened the city's remote access infrastructure to support greater access to the city network as well as its security profile.
- Supported the conversion of public facing GIS mapping services from MapOptix to the new West Linn Maps.
- Completed IT department staff FEMA training in support of IT operational effectiveness and Council goals
- Started the planning and resource allocation for an improved Right of Way (ROW) program that when completed could produce an additional 100,000 dollars in general fund revenue
- Completed IT Consulting Project with Oregon City resulting in a new fully operational IT infrastructure in their new Police Facility
- Installation of monitoring and management software for Police & Library Generators

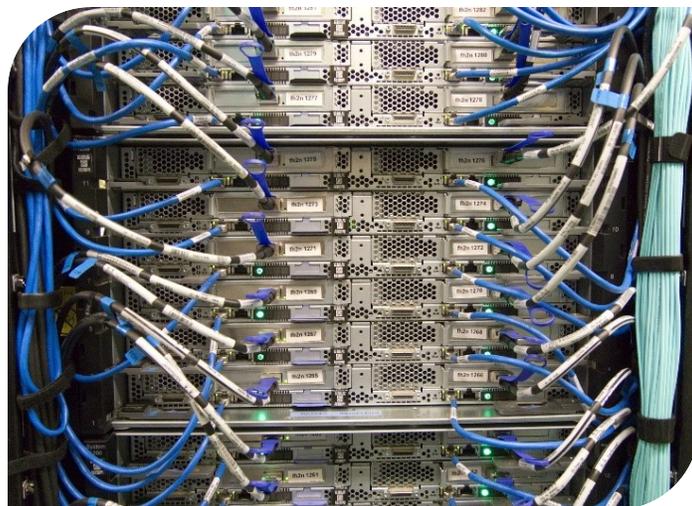
2021 Planned Projects

- Design and Rollout of integrated Enterprise Google Services in support of live public meetings, Chromebook Computers, and expanded Web Analytics
- YourGov Citizen Response System Replacement
- Public Works Enterprise Asset Management Software Replacement
- Facility Badge System Access Control Hardware and Software Platform Migration
- Facility Security Camera Software Platform Migration
- Fuel Depot Security and Accounting Software Platform Migration
- Roadmap development and execution of a shift from premise managed IT infrastructure to Hardware as a Service and Software as a Service managed infrastructure
- Utility Billing System Field Work Order Application and Hardware
- Encrypted E-mail solution for Management staff and police records staff
- City Wide Enterprise Password Vault & Password Monitoring Solution
- Improved Air Gap Backup solution design and deployment

- Deployment of free WIFI to the new Main street holiday lights project
- Parks Department Community Shelter Rental software migration to cloud provider Active.Net.

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- As organizational staff levels have fallen more pressure has been put on IT to assist departments with doing more with less. We have reached a point where we either need additional IT staffing to support the organization or we need to further outsource IT infrastructure.
- The IT Department is retooling its FY2022-23 budget from a capital equipment focus to an operational budget. We will incur higher materials and services costs to prevent the need for increased labor in the IT department.
- The organization as a whole would greatly benefit from a substantial investment in training in productivity suites, lines of business applications, and general computer skills to help reduce helpdesk backlog.
- The IT department is attempting to re-invent its service portfolio to expand services in organization business process improvement, business intelligence/reporting, and training. We will only be successful in this transition if we are able to outsource existing hardware and software management to cloud-based (software as a service) and centrally managed (hardware as a service) providers.



2020 Library Department Annual Report

2020 Accomplishments

- Created entirely new systems to fulfill our usual services (online card registration, no contact curbside holds pick up, Book Bundles & Personalized Book Recommendations and more). Here's a snapshot of what we were still able to accomplish while being remaining closed to the public:

New borrowers	840
Items added	7,187
Total check outs	277,932
eBook & eAudiobook check outs	60,893
Kanopy videos streamed	3,769
Curbside appointments	Over 15,000!

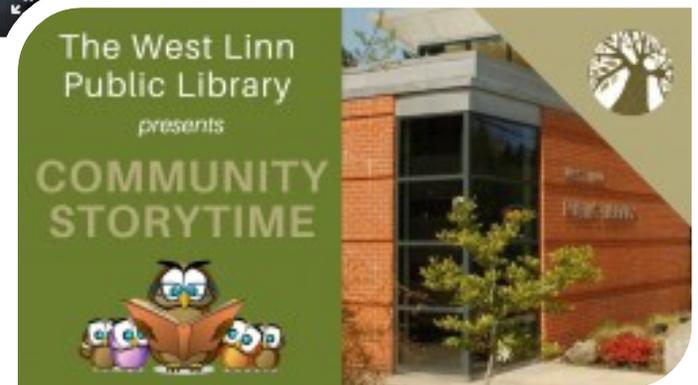
- Offered a robust array of virtual programming options from live to pre-recorded to take & make activities. All in all, 286 online programs were offered since late March 2020, averaging out to one program per day. Our Community Storytime series has attracted staff throughout the city along with local elected officials, educators, volunteers and more.
- Sustained our flagship programs of Summer Reading and Kindergarten Carnival utilizing a new online platform Beanstack
- Expansion of online resources such as Creativebug, Bookflix, New York Times and additional funding of eBooks and eAudiobooks
- Dolly Parton Imagination Library registrations continued to grow and our spread throughout the community remains higher than projected given that our program is relatively new.
- Continued partnership with the West Linn Food Pantry including a food drive drop off integrated with curbside service

2021 Planned Projects

- Further expansion of online programming and school district partnership
- Launch of Letters for Community
- Exploring Homebound pilot project to reach underserved community members
- Exploring library community programming partnerships

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- Book Nook closure and staffing
- Transitioning back to normal operations
- Integrating online programming with traditional library services
- Replacement of outdated and worn library furniture on main floor and library book drops



2020 Parks and Recreation Department Annual Report

2020 Accomplishments

- Initiated department meetings and team building activities in the department to improve comradery and communication across Parks & Recreation staff members.
- Initiated and nearing completion of department Cost Recovery training and process implementation.
- Staff restructuring/coordination on the recreation side of department as 4 out of 5 team members in new positions or hired between October 2019 and February 2020.
- Covid-19 Department adjustments
 - Managed all park facilities & amenities in accordance with guidelines as set by Governor & Oregon Health Authority
 - Provided community recreation opportunities through virtual community center & online programming
 - Provided summer camp opportunities for youth under guidelines.
 - Provided special events and activities when possible (pollinator week, Boo and Candy Cane Lane drive through events, American Red Cross Blood Drives,)
 - Facilitated changes in park maintenance operations and reduced seasonal staffing levels to meet the demand for services based on amenities open in parks
- Completed Parks Go Bond Projects at:
 - Benski Park – Basketball pad repair with new adjustable basketball hoop
 - Hammerle Park – Shelter roof, playground border and drainage project at tennis courts
 - Mary S Young Park – Athletic fields drainage system
 - Midhill Park – Drainage project at basketball court
 - Palomino Park – ADA pathways and basketball pad with new adjustable hoop
 - Robinwood Park – Drainage project at basketball court
 - Skyline Ridge Park – Resurfaced courts
 - Sunburst Park – Asphalt pathways and basketball pad with new adjustable hoop
 - Sunset Park – Redeveloped entire park
 - Tanner Creek Park – Court resurfacing
- Completed Facility Go Bond Projects at:
 - City Hall - Pathway
 - Library – Roof repairs & Generator
 - McLean House – Exterior Painting & ADA upgrades
 - Police Station - Generator
 - Sunset Fire Hall – Exterior Paint and connectivity to park

2021 Planned Projects

- Provide creative community recreation and events under current guidelines of Covid-19
- Continue contingency plans and preparations for transition to post pandemic community recreation programming
- Continue contingency plans and preparations for the transition back to community events when possible (Music in the Park, Old Time Fair, Movies in the Park, etc.)
- Complete new contractual agreement with Active.com software for recreation program registrations and facility reservations.
- Initiate master planning process for the continuation of the Willamette Greenway Trail and explore possibilities for riverfront project.
- Continue Parks Go Bond Projects
 - Willamette Park – Coordination for grant with Oregon State Marine Board
 - McLean House Shelter – Complete Land Use
- Continue Facilities Go Bond Projects
 - Historic City Hall – Coordinate, bid, renovate as defined by City Council
 - Robinwood Station – Coordinate, bid, renovate as directed by City Council
 - Sunset Fire Hall – Install fire suppression sprinklers per recent review
- Improve efficiency and operations where needed
 - Street Tree Removal Permits – Technology based submittal and tracking
 - Street Tree Requirements – Establish process for identifying, fee collection and installation

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- With a continuously growing park system current park maintenance staff is insufficient to maintain current standards.
- Ongoing Covid-19 revolving guidelines have made recreation, sports and special event challenging to plan and execute.
- Project development, execution and management will be an issue with larger Go Bond Parks Projects, Go Bond Facilities Projects, SDC Projects and potential grant projects.

2020 Police Department Annual Report



2020 Accomplishments

- Developed positive working relationship with Michael Fesser.
- Created police/youth lunches to increase awareness and develop relationships.
- Initiated conversations between police and BIPOC impacted by negative police contact (Michael Fesser, Pastor Green and Joy Mutare, etc.).
- Department wide Implicit Bias Training with Dr. Bryant Marks.
- Department wide Resiliency (Officer Wellness) Training with Dr. Stephanie Conn.
- Started working relationships with Building Bridges (Zoom Dinner), No Hate Zone (Evening of conversation and food dinner) and Concerned Citizens of West Linn (applied for Metro Grant with CCOWL and The Red Door Project).
- Took 13,000+ call for service from July 2019 –June 2020. Down 3000 from prior year time frame.

2021 Planned Projects

- Police Department Accreditation in 2021 through OAA.
- Review and rewrite policies to national best practices for accreditation process.
- Continue conversations and relationship building with BIPOC and other communities who feel marginalized by police.
- Partner with Concerned Citizens of West Linn and The Red Door Project (if grant is awarded) to experience *Evo/ve* in March 2021.
- Work collaboratively with Police Oversight Task Force.

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- Institute Body Worn Camera Program for increasing trust, transparency and accountability.
- Police Accreditation through Oregon Accreditation Agency.
- Review hiring and promotional processes to include more citizen involvement.

2020 Public Works Department Annual Report

2020 Accomplishments

Engineering (Including GIS)

- Substantially completed Historic Willamette Streetscape construction as part of the 2018 GO Bond.
- Initiated design process for Historic Willamette holiday light show.
- Completed first construction project (crossing improvements) for Safe Routes to Schools at Holmes/Buck St. for Bolton Primary.
- Processed and issued 198 Public Works permits.
- Provided engineering development review for 25 land use applications.
- Provided engineering review and right-of-way and erosion control inspections for 41 active development projects with building permits.
- Finalized selection of GIS based Asset Management software to manage PW maintenance and inspection programs.
- Finalized and implemented updated GIS mapping software (replacement to MapOptix) for city wide staff and public use.
- Ongoing coordination with ODOT on OR-43 multimodal design.
- Ongoing coordination with ODOT for the planned I-205 widening.
- Completed 30% design for Arterial Roadway Design Project (Willamette Falls Drive – Tualatin River to 16th St. & 10th St. to OR-43) as part of the 2018 GO Bond.
- Completed 60% design for 10th Street Interchange and Salamo Road improvements as part of the 2018 GO Bond.
- Updated Pavement Condition Report.
- Extended the sewer main in River Street to allow the Maddax Woods caretaker facility to decommission its septic system along with an adjacent private property.
- Continued replacement of substandard water mains at various locations.

Water Division

- Regular maintenance to ensure quality drinking and fire suppression water is provided to the citizens. Work includes but is not limited to water quality sampling, utility locates, water service installations, meter repairs, and main repairs.
- Maintained 24 hour/365 day telemetry system inspection of water system and successfully provided 24 hour/365 day response to utility emergencies.
- Exercised over 1000 water valves with valve maintenance program.

- Successfully completed the Unregulated Contaminant Monitoring Rule (UCMR4) testing required by the EPA for 2020.
- The Oregon Health Authority conducted its water system survey of the West Linn Water System and we were awarded the Outstanding Performer Award which recognizes water systems that have no deficiencies found during the audit.

Streets Division (including Vehicle Maintenance)

- Cleaned up and removed over 250 yards of debris from city right-of-way and adjacent properties.
- Maintenance of 78 vehicles and 177 pieces of equipment that range in size from chain saws to large front end loader.
- Provided oversight a vehicle financing program with Enterprise Fleet in order to maximize vehicle purchasing power.
- Installation of irrigation system for 73 tree wells and 25 planting areas within the Main St project.
- Installing pavement markings for Main St project and city wide repairs consisting of over 4,000 LF of 12" Premark, 17 ADA symbols, 30 turn Arrows, 720' of 4" Premark and 270' of 8" Premark.

Environmental Services (Sanitary Sewer and Surface Water)

- Approximately 230,000 linear feet of sewer lines were cleaned and 452 linear feet of sewer lines were televised/inspected.
- Over 800 cubic yards of debris from street sweeping were collected.
- Over 300 catch basins were cleaned and 1200 were inspected.
- Trimming of R.O.W. trees adjacent to storm facilities, removing over 400 yards of tree limbs.

2021 Planned Projects

- Construction of Safe Routes to Schools sidewalk improvements at Trillium Creek and Sunset Primary Schools.
- Finalize design for 10th St. Interchange and Salamo Road Improvements and commence construction as part of the 2018 GO Bond.
- Replacement of sub-standard water mains at various locations in the city.
- Continue design of OR-43 multimodal improvements in coordination with ODOT.
- Construction of the City's first public Electric Vehicle charging stations (pending PGE Grant award).
- Finalize design of the Calaroga Pump Station Replacement.
- Finalize design of the Hwy 43 water line improvement project.
- Update City's Water System Masterplan.

Challenges facing our Department's operations, needs for citizen service and professional obligations in the coming year

- Interdepartmental communication.
- Staffing levels to provide increased citizen service levels, while also providing routine infrastructure maintenance/improvements.
- Limited staff to perform Vehicle Maintenance.
- Inadequate space at the Public Works Yard.
- Inadequate physical space for COVID-19 safe operations within aging Public Works Operations facility.

